GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA

UNSTARRED QUESTION NO:3209
ANSWERED ON:05.12.2016
Welfare of Delivery Boys
Venkatesh Babu Shri T.G.

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a)whether the Government is aware that the delivery boys working in online shopping portals have long and erratic working hours without allowance, meager salary, higher delivery targets lack of rest, basic amenities in the office;
(b)if so, the details thereof and the estimated number of delivery boys working in such organizations in the country;
(c)whether the Government has taken any steps to protect the interest of workers employed in the online portals and to ensure better pay, amenities and health cover to them; and
(d)if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE(IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)
(a) to (d): The working conditions of delivery boys working in online shopping portals are governed by Shops and Establishment Act of respective State Government and suitable action is taken by the respective State Government for any violation of the provisions of their Act.
The Government of India have framed the "Model Shops and Establishment (Regulation of employment and Conditions of Service) Bill 2016, a Model Bill to bring about uniformity in the legislative provisions, making it easier for all the States to adopt it and thereby ensuring uniform working conditions across the country. It has been circulated to all States for adopting the same as it is or by modifying their existing State Shops and Establishment Act as per their requirement. The Model Bill will cover only establishments employing ten or more workers except manufacturing units.
The main provisions of the Model Bill inter-alia, include freedom to operate 365 days in a year and opening/closing time of establishment. Provision for women to be permitted during night shift if the provisions of shelter, rest room ladies toilet, adequate protection of their dignity and transportation etc. exists. No discrimination against women in the matter of recruitment, training, transfer or promotions. Online one common registration through a simplified procedure, powers of Government to make rules regarding adequate measures to be taken by the employer for the safety and health of workers, provision of clean and safe drinking water, lavatory, first aid etc and crÃ¨che and canteen by group of establishments, in case, it is not possible due to constraint in space or otherwise by individual establishment, five paid festive holidays in addition to national holidays etc. are some of other provisions.
****